**AROL SANTOS GONZALES**

**EXECUTIVE ADMINISTRATIVE ASSISTANT**

Energetic, versatile administrative assistant with 9+ years experience providing high-level administrative support and office management. Exceptional technology skills combined with superior customer service. Proven ability to multi-task, manage vendor relations, form strategic partnerships, and successfully implement and oversee complex projects. Demonstrated office management skills that enhance business relationships and drive organizational performance.

**KEY STRENGTHS**

High-Level Administrative Support ● Human Resource Support ● Customer Service Oriented

Confidential ● Exceptional Communicator ● Highly Organized ● Active Listener

**PROFESSIONAL EXPERIENCE**

**Nubere Oilfield & Petroleum Services FZE & Safwan Petroleum Technologies Establishment**

Musaffah Abu Dhabi, U.A.E.

**Executive Assistant May 2013-Dec 2015**

***Human Resource Support:***

* Screened candidates for employment prior to passing along for interview with manager.
* Supported manager in training new hires while assisting with new job responsibilities.
* Assisted operations and general managers with work schedules and assigning daily tasks to employees.
* Managed completion of paperwork related to employee attendance, performance, and payroll.

***Sales & Marketing Support:***

* Handled all import and export works, including pick-ups, custom clearance of government and non-government orders, deliveries and stocks.
* Served as logistics facilitator, ensuring all elements of domestic and international distribution processes were top quality and met customer requirements in timely fashion.
* Served as ADIPEC (Abu Dhabi International Petroleum Exhibition Conference) Coordinator, coordinating event logistics and communications.
* Assisted managers during client meetings and presentations.

***Administrative Support:***

* Arranged travel and accommodation for management team members.
* Attended important meetings with manager, taking notes or dictation and providing general assistance during presentations.
* Prepared official quotations, LPOs, and delivery notes per client request.
* Ensured warehouse activities ran smoothly by meeting regularly with department heads to review sales, purchasing, and record control.
* Interfaced cross-functionally at all levels within company divisions, including offshore and subsidiary management, external vendors, third-party providers, and governmental agencies.
* Handled direct access to company bank account details, receiving cheques and depositing directly into bank, performing electronic bank fund transfers and managing petty cash and cash flow.

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**SPECIALIST ELECTRICAL WORKS**

Abu Dhabi, U.A.E.

**Secretary (Admin, Accounts, HR & Engineering)**, Jun 2006-Sep 2012

***Human Resource Support:***

* Reviewed employment applications and evaluated work history, education and training, compensation needs and other applicant qualification information.
* Informed applicants of job duties and responsibilities, compensation and benefits, work schedules and working conditions, company policies and promotional opportunities.
* Advised employee and management personnel on interpretation of company policies, programs and procedures.
* Maintained records of insurance coverage, pension plans, and personnel transactions, including hires, promotions, transfers, and terminations.

***Administrative Support:***

* Researched, compiled, assimilated, and prepared confidential and sensitive documentation while briefing the administrator and executive on key content material.
* Performed various highly confidential and sensitive administrative and executive support tasks.
* Reviewed and screened incoming correspondence and reports, preparing preliminary assessments on material importance and forwarding to administrator, executive, and staff.
* Provided exceptional customer service by answering calls and greeting visitors, addressing various inquiries and providing referrals to appropriate staff.
* Arranged travel reservations, preparing itineraries and travel vouchers and records.

**EDUCATION & TRAINING**

**Araullo University**, Philippines, B.S., Elementary Education, 1999

**ISO: 9001,** Quality Management System Training, 2008

**Job Seeker First Name / CV No: 1818108**

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